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**Ticket: # 57931 - Loud Commercials on Wave**

**Date:** 12/28/2014 6:31:37 PM

**City/State/Zip:** Camano Island, Washington 98282

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## **Description**

The commercials on our cable TV stations have been insanely loud lately. While watching the Seahawks vs Rams NFL game on 12/28/14, the commercials were so obnoxiously loud we finally had to look up how to complain to the cable company and the FCC. It seems every commercial (including the NFL's "This game brought to you by..." commercial), were substantially louder than the actual football game and commentary. We even measured with a decibel meter. The normal game peaked around 65-68 decibels, and commercials were consistently peaking around 75-76 decibels. It is ridiculous that we have to mute commercials every single time.

Here are a few of the memorably loud commercials:

chevy silverado

Pepsi 'halftime' commercial w/katy perry

visa checkout/orbitz

NFL game 'sponsored by'

burger king

android

intuit QuickBooks

Fox television show previews

Booking.com

UFC

Ads for Gotham and American Idol seemed to be the loudest

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**Ticket: # 62543 - extremely loud commercial**

**Date:** 1/1/2015 1:28:42 PM

**City/State/Zip:** Scottsdale, Arizona 85254

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**Description**

Even with the volume on a lower setting, this commercial for Phoenix College on Fox Sports One blasted throughout the house.

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**Ticket: # 62700 - extremely loud commercial #2**

**Date:** 1/1/2015 4:54:14 PM

**City/State/Zip:** Scottsdale, Arizona 85254

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**Description**

Commercial by Cox for their internet service forced us to mute the TV due to extreme loudness.. could be heard all the way across the house.

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**Ticket: # 64944 - extreme violence commercials**

**Date:** 1/3/2015 6:38:23 PM

**City/State/Zip:** Needham, Massachusetts 02492

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**Description**

While watching an NFL playoff football game, there was a commercial for "UFC" or ultimate fighting. The ads are very graphic, showing brutal punches to the head and face of the fighters. With young children at home, I object to these ads and find them completely inappropriate.

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**Ticket: # 78399 - Comcast Has Taken Advantage****Date:** 1/12/2015 3:41:05 PM**City/State/Zip:** Atlanta, Georgia 30317**Company Complaining About:** Comcast

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**Description**

I contacted comcast to have my services removed and I was going to sign up with direct tv. Upon speaking with an agent at comcast called Asia, she informed me of a package that would include all movie channels and sports channels including NBA league pass. I asked her several times to confirm this because it sounded too good to be true and although she confirmed everytime it was too good to be true. I had the league pass for 1 day and then it was removed. The only reason I stayed was because this was being offered to me for 24 months. Since then I have spoken to 3 supervisors and a manager who have all assured me it would be on my package. This is going on 30 days now and nothing. I have been hung up on, held on hold numerous times once for over an hour and half waiting to talk to a superior and then recently told ohh well its my problem. This is not how you treat a customer.

I did my part and have been paying every month. This bill is ridiculous. Then I had one bill to pay and when I called they said I owe \$1100.00 when my monthly bill is \$213.00 per month. WHAT??? In one month, mind you with one UFC event \$60 and two \$3.00 movie rentals, my bill is \$1100.00??? I get put on long extended holds when I call after they look up my file. This is crazy.

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**Ticket: # 81899 - RCN major service issues****Date:** 1/13/2015 10:56:07 PM**City/State/Zip:** Allentown, Pennsylvania 18104**Company Complaining About:** Rcn

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**Description**

My cable, phone and internet provider is RCN where I live in Allentown, Pennsylvania. Our issues with our services began approximately in August of 2014. We did not make formal phone complaints until approximately September, in hope that the issues would correct themselves. The issues that we encountered were pixelating cable, to the point that you cant identify what is actually being displayed on the screen. The phone cuts out every time the cable signal is lost or broken. And in some cases the phone screen display will actually have the words "no line" displayed on the handset. And as the phone runs through our cable so does the internet. With the cable feeding our internet and phone modems we also have constant issues with our internet connectivity. On multiple occasions the computers and any other devices we try to connect via wi-fi will say that we need to connect to an internet source or that it can not find our internet connection. With all that being said, my wife is a full time nursing student on top of working full time in the medical field. The last thing we need is non functioning cable, phone and internet forcing her to go out at all hours so she can complete tasks for work and especially school.

RCN's techs have been here on multiple occasions, probably to the sum of 8-10 times since August. They all say that they cannot find anything wrong but that they have replaced a few things in the hope that they could rectify our issue. The techs who have come recently have made their supervisors aware of these issues and they have referred it to higher techs with more equipment and higher capability of locating the problem. The last tech who was at my home last week was also at a home at the end of the block for the same issues. He told me they determined that the problem is underground and affecting all RCN customers in the development of townhomes who are on the same run of the main that I am on. They referred our area to another division of techs who are able to shoot the underground cable main and diagnose exactly where the line is compromised so that they can rectify the problem. Since our issues have been so frequent and with drastic regularity, they finally agreed to refund a portion of our cable costs in the month of November. Our cost for their so called services are around \$160 monthly. They refunded us approximately \$70-\$80 for the inconvenience with our cable problem. On Saturday night January 3, 2015 we purchased a pay per view UFC event for \$49.99 plus tax. The cable quality was so poor that the event was virtually unwatchable because of the picture and sound quality, do to a highly pixelated screen. On Sunday January 4, 2015 we called RCN to again make them aware of our issue, as well as to inform them the UFC pay per view event they are charging us for was unwatchable. The customer service rep Chuck ID #1287342 agreed that there was no way the pay per view from the previous evening will be charged on our account. He removed the fee with tax in the total of \$55.87. He also said that since this issue is on going he credited us with a cable credit of \$22.30 for the current issues in the month of January. Do to an even more diminished quality of cable and internet service we again contacted RCN on January 8, 2015 to try to receive answers as to when our issues would be taken care of. We spoke to David ID# 040630 who informed us that the techs were trying to locate the issue. We told him that our issues are getting drastically worse especially with the moisture on the ground due to the snow and rain. We also informed him that we were going to contact the public utilities commission since RCN is basically robbing us for our monthly payment for terrible utilities. He placed me on hold immediately to speak with a supervisor. Within minutes he came back to inform me that they have

escalated our issues and gave me a case #352573. I told him that we need this to be rectified in a timely fashion or we would contact the puc. No answers and nothing being done and its now January 13th. We also have several pictures and videos on our phones which we are able to provide if necessary

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**Ticket: # 99288 - Commercials louder than TV shows**

**Date:** 1/24/2015 9:21:36 PM

**City/State/Zip:** Summerville, South Carolina 29485

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**Description**

I have Time Warner Cable in Summerville, SC.

The majority of commercials that I am subjected to are much louder than the show I am watching. Its so much louder, I have to continuously lower the volumn every time commercials come on. Im fuckin sick of it. DO SOMETHING



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**Ticket: # 155535 - Comcast Service**

**Date:** 2/28/2015 4:39:15 PM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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## **Description**

On January 30, 2015 I ordered UFC 183 for \$49.99 from Comcast and told to tune to Chanel 702. On the day of the fight Jan 31 I did so, then realized there is no channel 702 on my service. I saw two channels that had the UFC and tried both, nothing. I called Comcast immediately, but they just kept telling me go to channel 702 no matter how many times I said there is no channel 702. Then they asked me to try a bunch of other channels, none of which worked. They asked me to unplug my service for 30 min! Then try. By then we had missed over half of the fights. It still did not work. I called back and they assured me I would not be billed for the event and to call back to see if we could get the next event for free for all the trouble they put us through. Why would I have to call back to ask? 3 weeks later I received a bill for \$105. They had charged me twice (see attachment)! I called the day I received the bill Feb 28, 2015. The representative removed the charges, but it took about 25 minutes and I had to explain the story several times before he would take them both off. The person I spoke to the day of the service trouble, told me she left detailed notes about what had happened...ya right. I then asked if it was possible to get tonight's UFC for free for all of the trouble we had been put through (We had invited friends over for UFC 183 so many people were disappointed and we were very embarrassed). He said no, he said he could give me a free movie. A free movie?? \$5 for the stress and the 2 hours I spend on the phone with incompetent people who don't know how to fix a service interruption? Or remove a charge from a bill? If I had a choice I would switch services in a heart beat and never use Comcast EVER again, unfortunately I am a renter and this is what is included in my rent. Guess we will never be able to watch UFC here. I would never take that chance again. Comcast is the most incompetent company I have ever had to deal with. Ever person I talked to (4-5 altogether) were clueless and did not seem to care very much about what they put us through. They just want to take your money and give nothing of value in return.

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**Ticket: # 226149 - Charter Communications Cable Television billing issue****Date:** 4/9/2015 11:52:41 AM**City/State/Zip:** Douglas, Massachusetts 01516**Company Complaining About:** Charter

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**Description**

This complaint is for all elderly in general but mostly because I take care of my 93 year old mother and this is what has happened to her. I believe it should be considered financial abuse of the elderly. Mom is feeble both physically and mentally and totally technology illiterate. She has difficulty just using her TV remote to change channels, adjust volume and turn the TV on and off. Her most recent bill came in and had a one time fee of \$59.99 for a movie. At least that is what Charter is telling me. They tell me it is a valid charge and that it was ordered through the remote. The "movie" is listed as UFC 185 En Espano which sounds to me to be Spanish. Mom is an English speaking American. I have spent literally hours trying to get a credit for this \$60. My mother has been a customer of Charter for years and has never ordered a movie on Pay Per View. They know this. The problem is I have been talking to people overseas who have a script to follow. I am so frustrated I do not know where to turn. I can't even find a listing of the companies head of customer service in the United States to write to or call. I get the feeling that Charter can add whatever they want to a bill and we the consumer have no way to get it fixed. My mother has never asked for relief on her bill ever. She just can't afford to pay for this mistake that probably many elderly make.

Since I have found out how easy this mistake could have been made I have instructed Charter to remove the ability to order anything via the remote from both my personal account and my mothers account.

After over an hours online chatting with a CSR and being told that the most they would give me was a \$20 one time good customer courtesy credit I told them that was unacceptable. The next day I went to a local Charter store and spoke with a real person there. She called up moms account and told me that it had a note that a one time credit was going to be applied. She explained that she couldn't help me and gave me a number to call and told me before I sent in the payment to call and find out if the credit had been applied. This morning I called the number and spent over an hour getting passed between people and told that they couldn't help me and that it had been escalated to the management team. (I was also told that two days ago when I had the online chat and that I would hear from someone by phone within 24-48 hours) Again today I was told the same thing. No one has called. How can an elderly person go through this process? I am so frustrated I just want to cancel both my account and hers but we have no other options available. Can you point me in the right direction to get some help by someone who actually works for the company and has some authority to give true customer service?

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**Ticket: # 259907 - False Advertisement and Unethical Sales Tactics by Dish Network Salemen**

**Date:** 4/27/2015 6:17:19 PM

**City/State/Zip:** Gilroy, California 95020

**Company Complaining About:** Dish Network

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**Description**

Five weeks ago, we were approached by a door-to-door salesman (authorized retailer) for Dish Network, guaranteed us a substantial monthly savings on our TV service if we switched from Charter to Dish. We repeated to the salesman at least half a dozen times, we only need basic cable and access to UFC fight events on Pay Per View. He guaranteed us we would receive both. He also repeated SEVERAL TIMES, that Charter is transitioning over to Comcast in 3 months and that we would end up Comcast customers and see HUGE rate increases. I just spoke with Charter and they deny this claim. I also just learned that Dish has cancelled their agreement with UFC to air any more UFC fight events, therefore leaving me and likely thousands of customers without this service we signed up for. Now, I am stuck in a 2 year contract with Dish and am told by Dish that I have no option of filing a complaint, etc. Dish claims I have no recourse. How can this be true and how can one provider be allowed to use these tactics just to get you to sign on? By the way, the Dish Authorized Retailer who initiated the door-to-door contract has a disconnected phone number and cannot be reached. I'm sure I'm not the only one who is livid about not being able to cancel a contract that was signed under false pretence.

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**Ticket: # 288669 - Dish/Satellite Provider did not deliver services that I signed up for and falsely advertised their services in order to enroll me.**

**Date:** 5/13/2015 6:56:45 PM

**City/State/Zip:** Gilroy, California 95020

**Company Complaining About:** Dish Network

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## **Description**

Six weeks ago, we were approached by a door-to-door salesman (authorized retailer) for Dish Network, who guaranteed us a substantial monthly savings on our TV service if we switched from Charter to Dish. We repeated to the salesman at least half a dozen times, we only need basic cable and access to UFC fight events on Pay Per View. He guaranteed us we would receive both. My first bill arrived from Dish Network and it is higher than I was paying with Charter. He also repeated SEVERAL TIMES, that Charter is transitioning over to Comcast in 3 months and that we would end up Comcast customers and see HUGE rate increases. I just spoke with Charter and they deny this claim. According to Charter in my area in California, there are no plans to switch to Comcast, as I was misinformed by Dish Rep. I also just learned that Dish has cancelled their contract/agreement with UFC to air any more UFC Pay-per-View live events, therefore leaving me and likely thousands of customers without this service we signed up for (specifically). Now, I am stuck in a 2 year contract with Dish and am told by Dish that I have no option of filing a complaint, etc. Dish informed me that I have no legal recourse and cannot get out of my contract without a \$500 earlier penalty. How can this be true and how can one provider be allowed to use these tactics just to get you to sign on? By the way, the Dish Authorized Retailer who initiated the door-to-door contract has a disconnected phone number and cannot be reached. I'm sure I'm not the only one who is livid about not being able to cancel a contract that was signed under false pretence. I have tried many times to phone the Dish Authorized Retailer (American Media LLC) and the company does not answer their phone and they have no email address listed on their website.

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**Ticket: # 304447 - Loud Commercials**

**Date:** 5/23/2015 12:00:18 AM

**City/State/Zip:** West Melbourne, Florida 32904

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**Description**

Loud commercials. Taken 2 movie on FXHD channel. Action movie scene ends with loud gunshots, then goes to FX UFC commercial with loud airhorn sound. All commercials during the breaks are much louder than the movie.

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**Ticket: # 388083 - Invalid Charging Practices**

**Date:** 7/7/2015 5:52:36 PM

**City/State/Zip:** Pasadena, California 91103

**Company Complaining About:** Charter

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### **Description**

On April 28th I ordered the Mayweather/Pacquiao fight, but when the bill came I was charged for that fight and an additional \$59.99 for another fight I never ordered. Initially, I was told I ordered that fight on the 27th, but it aired on the 25th. It was a UFC fight which I never ordered and am not even remotely interested in. They said I ordered it and viewed it for at least a minute, which just isn't true. Charter Communication are thieves and I have no other recourse other than to find another provider in my area and appeal to you to direct me on how to get credited for the money they pilfered.

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**Ticket: # 442627 - Horrible times for UFC fight**

**Date:** 8/2/2015 1:07:30 PM

**City/State/Zip:** Orlando, Florida 32821

**Company Complaining About:** Fox Sports

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### **Description**

This is to file a formal complaint against Fox Sports UFC. They had a horrible fight schedule for pay-per-view last night. Everyone was anticipating the Rousey/Correia fight, and it didn't come on until 1:30 am on the east coast!!! That is completely unacceptable!!! Most bars close down at that time!!! I sat in a bar watching prelim after prelim and the bar closed before the main event came on!!! I will never watch UFC on Fox Sports again!!!

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**Ticket: # 467844 - <http://www.ufc.com/> UFC 180**

**Date:** 8/14/2015 12:31:27 AM

**City/State/Zip:** Laredo, Texas 78040

**Company Complaining About:** [Http://www.ufc.tv/video/werdum-vs-hunt](http://www.ufc.tv/video/werdum-vs-hunt)

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## **Description**

My identity was stolen and aired a copywritten self portrait from my twitter.com account to make mas marketing fraud. UFC 180 depicted my in Mexico City as a symbol of what they called a comeback for UFC Pay Per View 180. The company made mas marketing fraud with my personal information that was secured online via twitter on UFC 180 SAT. NOV. 15, 2014 aired even on their website <http://www.ufc.com/event/UFC180>. The company stole my identity to commit fraud strait from Twitter.com then depicted and aired on a UFC fight in Mexico as a joke. My Identity was stolen and aired in multiple cable companies like Time Warner cable, ATT.Com and others as stated on their website. They made several poses and even a UFC fighter that depicted me for their show posing like me harassing me via twitter.com.

<http://www.copyright.gov/>

File Name :10985566\_1607500299481409\_6585149057526503840\_n.jpg

File Size :49509 KB

Date/Time :7/1/2015 4:08:06 PM



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**Ticket: # 524070 - COMCAST CUSTOMER SERVICE WILL NOT CREDIT ME AND CONTINUES TO SEND ME INACCURATE INVOICES MONTH AFTER MONTH AFTER MONTH!!!**

**Date:** 9/11/2015 3:41:15 PM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** Comcast

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**Description**

I am writing AGAIN to complain about the terrible customer service I have received with Comcast. Since I moved and transferred my services back in May/June Comcast has not been able to accurately bill me for services month after month. I have had to call every time I receive my invoice to correct charges. The last two calls I made to customer service ended with the Comcast representative telling me all my issues would be resolved, only to find out my bill remains the same and nothing was done about it. I am being charged late fees that are not applicable to my account. Because I was told to short pay my account and that the late fees would be credited to me. I am also being charged for a PPV fight (UFC189) that I could not watch at the time due to malfunctioning cable box. I re ordered it and watched it. Then received my bill stating that I had to pay twice for the UFC 189 when I should only be charged once in the amount of \$59.99. I followed up with my invoice online to find out that my bill was never corrected and I have to call over and over again to have the situation resolved but my bill is still incorrect. My calls usually result in explaining my situation over and over again and holding for a supervisor for hours in some cases. This is really getting on my last nerve and I am sick and tired of being told that the situation will be resolved when nobody at Comcast is doing anything about it. I have never missed a payment and my account is in great standing and someone needs to help me with this because Comcast is a mess and nobody cares to correct my bill. I want whats fair which is to be credited for the late fees and the extra fight I had to order due to malfunctioning cable box. This is my second time having to write to the FCC about my account. If a CS representative would handle my account properly I wouldnt have to do this. But this seems to be the only way I can get anything taken care of. This is a huge waste of my time and this needs to be rectified ASAP. I cannot pay my bill if I am not being billed accurately.

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**Ticket:** # 563840 - Xfinity comcast

**Date:** 10/1/2015 2:54:42 PM

**City/State/Zip:** Loves Park, Illinois 61111

**Company Complaining About:** Comcast

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**Description**

I had a horrible day with Comcast rep Henrey W. Customer Solutions Supervisor, they are charging us for a UFC that was never watched.

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**Ticket: # 577338 - COX sucks**

**Date:** 10/7/2015 11:48:38 PM

**City/State/Zip:** Peoria, Arizona 85383

**Company Complaining About:** Cox

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## **Description**

I have had cox communication for 2 months, and I have had a technician here 4 times with the 5th scheduled this friday, their cable box's have been horrible, the DVR's lock up and when the tech showed up he said they are trying to get "these boxes" out of the field as they are problematic, the irony is this box was installed 2 months ago.

I scheduled a large group of friends to come watch the UFC fight and the box melted down and all service was eliminated.

I feel they don't deliver the product they advertise, with this many problems, I just want to switch companies, but they say that even though their product is unacceptable I have to pay a fee to cancel. I want them to let me out of my contract so I can switch to another service

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**Ticket: # 597657 - UFC and boxing commercials**

**Date:** 10/17/2015 4:47:09 PM

**City/State/Zip:** Hidden Valley Lake, California 95467

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**Description**

I would like to know why I have to divert my 4 year olds eyes from the TV when we are watching baseball or college football games! Watching a grown man knock another man unconscious is, in my opinion, obscene for a child.

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**Ticket: # 670806 - Loud Commercials on Frontier Cable**

**Date:** 11/21/2015 11:16:34 PM

**City/State/Zip:** Terryville, Connecticut 06786

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**Description**

All "local" commercials on Frontier and MUCH louder than the program that I watch

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**Ticket: # 718083 - UFC false advertising**

**Date:** 12/20/2015 1:56:15 AM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Dish Network

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### **Description**

UFC was promoting the dec19 fight night on the website saying that as a member of their Fightpass that I would be able to watch the fights. I signed up and then was notified afterwards that the fight was blackout in the USA

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[Ticket: # 731820 - Violent ad showing during family time](#)

**Date:** 12/30/2015 9:12:44 PM

**City/State/Zip:** Hamilton, Ohio 45011

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### **Description**

Direct tv is promoting their UFC match (ultimate fighting) by showing men fighting violently with bloody wounds. I see it a lot on ESPN and just now saw it at 6 pm. I think it has run earlier but have no documentation. It is completely violent and inappropriate for this time period.

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**Ticket: # 850005 - Ordered and paid for UFC 196 and did not receive it, stopped half way thru**

**Date:** 3/6/2016 9:45:27 AM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

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## **Description**

Ordered and paid for UFC 196.

Began watching it and half way thru an outage occurred and lost signal.

I tried calling customer service that night and after waiting 30 mins on hold, their system hung up on me.

I called back the next morning, both the representative and supervisor told me there is nothing they can do. I will have to callback tomorrow because they can't assist me or refund any charges. This is a scam, in today's technical environment, there is no reason for not refunding services when they don't deliver.



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**Ticket: # 907352 - issues**

**Date:** 4/12/2016 10:13:25 AM

**City/State/Zip:** Jackson, New Jersey 08527

**Company Complaining About:** Magic Jack

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**Description**

Good day. Due to your ordinances, I cannot watch my pay-per-view porn or UFC fights at school. Or it might be because I'm blind. Either way, fix that.

Thanks, Barack

-Your friend, (b) (6)

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**Ticket: # 917509 - Disrupting TV Event**

**Date:** 4/16/2016 9:07:28 PM

**City/State/Zip:** Abilene, Texas 79603

**Company Complaining About:** Sudden Link

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### **Description**

First, the KXVA station had an unacceptable picture resolution in regards to their weather overlay. The screen was shaking and the resolution was about 144p. After the resolution of that, constant weather breaks throughout the UFC event. I could hardly watch the event, and there is no other way to view the event. KXVA is not competent of running a broadcast station.

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**Ticket: # 923626 - Xfinity Billing and Payments****Date:** 4/20/2016 12:32:53 PM**City/State/Zip:** Chicago, Illinois 60608**Company Complaining About:** Comcast

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**Description**

On 03/05/16 I tried to purchase PPV UFC and it didnt go through the television it ask me to call so I did and the rep made another purchase over the phone instead of processing the first one. Anyway the chanel blacked out and I called the same day about it and they said there would credit back my money. I called 03/21/16 regarding my payment due 03/27/16 and the said there was no note that both purchases failed so they addressed it and ask the I only make payement of \$143. Now its billing date 04/04/16 and spoke w/Alfred he says I owe \$239 and the credit wont show until next month bill. How do I get credit for one and then have to pay the other the month?He said that if I dont pay it I will be charged a late fee while its being reviewed and I was suppose to received a call 2 days ago for the review per Christine conf# CR80947944.So what my payment should be is \$189.59. They dont even care about the money(\$300) I put in to setting up the party to see the PPV and this is the second time in less in a year. I am attaching the two billing statements as well

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**Ticket:** # 978849 - Fox sports 1

**Date:** 5/14/2016 8:21:07 PM

**City/State/Zip:** Blackwood, New Jersey 08012

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**Description**

Audio quiet during ufc fight and loud during commercials

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**Ticket: # 1070115 - Sexual Explicit photos without warning**

**Date:** 7/6/2016 4:16:33 AM

**City/State/Zip:** Cleveland, Ohio 44108

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### **Description**

Should a woman editor of ESPN be doing this lately or a homosexaul male with a sexual agenda be doing it the almost daily picture of nude male atheletes is making this more a porn site than sports site. --Baseball, UFC an even NFL nude male pics all over articles here

Had women been depicted like that then there would be a uproar of exploiting them as a pound of flesh. The ESPN writers need to write better articles some of which are not even better than many of the posters in the comment section. --Who is going to pay their ESPN Insiders for information on sports when many poster do better research and post better sports information

There should be a sexual explicite section for these perverted pics of both men and even the ladies sometime. --Then people can opt out and not be force to view these images an just read the sports

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**Ticket: # 1096147 - Charging for unauthorized service from 2010**

**Date:** 7/21/2016 11:00:04 AM

**City/State/Zip:** Surprise, Arizona 85379

**Company Complaining About:** Directv

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### **Description**

My family canceled our Directv service in June of 2016. On 7/12 Directv debited \$44.95 from my bank account. No statement was sent prior to this. Upon inquiry Directv stated this was for a Pay-per-view charge from 2010 for a UFC fight. We do not, nor have we ever, watch this programming. We been successfully charged for movies we've purchased since 2010 on our bill so we did not understand why this charge came out of no where. Directv had no reasoning for why they were now charging us 6 years later, and why they did not send a bill first. They are completely unwillingly to assist in this matter. We feel that we are being punished for leaving their company and that these are unfair business practices.

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**Ticket: # 1112700 - Unable to order UFC PPV**

**Date:** 7/30/2016 10:16:26 PM

**City/State/Zip:** Hanover, Maryland 21076

**Company Complaining About:** Verizon

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## **Description**

Since we have moved into our new home we get an access is denied message when we try to order UFC PPV events. We have called support many times and they seem unable to get this resolved.

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**Ticket: # 1125148 - Loud commercial**

**Date:** 8/6/2016 10:51:16 PM

**City/State/Zip:** Mohave Valley, Arizona 86440

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**Description**

GasX commercial came on with volume excessively louder than previous commercial & programing.



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**Ticket: # 1133454 - Mysterios Charges on U-Verse Bill**

**Date:** 8/11/2016 1:31:55 PM

**City/State/Zip:** Los Angeles, California 90016

**Company Complaining About:** AT&T

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## **Description**

This complaint is being filed on behalf of my 82 years old mother.

ATT mysteriously added charges for 3 adult videos and 2 UFC (of the same)fight on July 2, 2016. My mother lives alone and no one have access to her residence or her TV's in her living room or bedroom.

I spoke with ATT and they waive the charges for the adult movies and 1 of the UFC fight. However, they claim she must pay \$60.00 for the duplicated order of the UFC fight.

Obviously this is a mistake. My mother would not know how to order adult movies. Furthermore, she does not know what UFC is.

The only way this can be resolved is if ATT reverse all charges and bill her only for the standard service utilized.

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**Ticket: # 1147005 - Unauthorized Charges**

**Date:** 8/18/2016 5:37:47 PM

**City/State/Zip:** Sacramento, California 95834

**Company Complaining About:** Directv

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**Description**

Hello I received an invoice from Direct TV and in addition to the monthly amount that I normally owe - there is an unauthorized charge of \$49.95, plus \$5.00, plus taxes for UFC201. I manage this account and Direct has my POA on file. I am the only authorized user.

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**Ticket: # 1155483 - Unauthorized pay-per-view charge**

**Date:** 8/23/2016 5:41:35 PM

**City/State/Zip:** Chestnut Hill, Massachusetts 02467

**Company Complaining About:** Comcast

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## **Description**

On my August 20, 2016 bill I saw a line item for "SD Ufc 201 Lawler 07/30 9:00 P.M. 49.99" When I called Comcast to inquire they stated I had ordered pay-per-view. I informed them that I did not. They first provided a non-functioning phone number to call (1-855-270-0037). On the second call the representative informed me that there was nothing they could do and provided no additional options to resolve the issue before placing me on hold indefinitely to research the problem. Via the online chat I finally reached a representative who provided a "one-time" courtesy credit of \$49.99 but without acknowledging that this was an unauthorized charge.

There should be a dispute process for these types of charges. There should be a way of verifying that the purchase was legitimate and not fraudulent as was the situation in this case.

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**Ticket: # 1155658 - Unscrupulous Billing by a Monopoly**

**Date:** 8/23/2016 6:50:54 PM

**City/State/Zip:** Panama City Beach, Florida 32408

**Company Complaining About:** AT&T

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**Description**

At&T has billed me for charges incurred under service agreement with DirecTV prior to their acquisition.

The bill comes for 2 purchases billed to a receiver's smart card memory with pre-allocated credit capacity. The use cannot be substantiated or verified by internet connection, as my receiver's weren't connected to the internet.

I concede the lesser charge of 4.99 + 0.57 tax, for total of 5.56 USD was mine, and I was able to watch. However, the UFC fight could not be watched, and was not available for the agreed upon term. i.e. any period after the initial purchase.

DirecTV was notified of this case, and advised that we would handle together once (if ever) the receivers were returned, and the Smart Cards were read. We were promised a credit.

However, when I contacted the AT&T representative Janet on 08.20.2016, I again became painfully aware of how this Monopolizing giant uses bait & switch tactics in attempt to fully make the customer pay for their recent merger. Janet provided me no solutions.

As a follow on, tactics similar to those used by Janet were reason why we only continued post acquisition service for a few months. i.e. each time I called and made a request, I was promised one thing and not delivered another. Also, there were numerous covert attempts to place me in a new 2 year service contract without my consent, most because a customer whom had already completed a 2 year service agreement was requesting a move.

Regardless, I request the FCC's assistance with reminding this reminding this Monopolizing giant that the customer's hard earned dollars are funding their expansions. And wish the FCC would force them to provide better customer service, rather than lying to and abusing their customers.

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**Ticket: # 1164145 - Extremely loud commercials**

**Date:** 8/27/2016 8:50:26 PM

**City/State/Zip:** Rio Hondo, Texas 78583

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**Description**

Fox KFXV has many local commercials that are extremely loud. My speakers actually started rattling after one of their commercials. I don't watch this station often but noticed it while watching a UFC event on 8-27-2016. The loudest of the commercials were for a local car dealership, Bert Ogden, and a local restaurant, Fast Eddie's. The commercials were at least twice as loud as the regular programming, if not more.

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**Ticket: # 1186741 - UFC fighter threatens to kill other fighter in UFC ring.**

**Date:** 9/9/2016 8:40:07 PM

**City/State/Zip:** Coeburn, Virginia 24230

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### **Description**

<https://twitter.com/mickeygall> Mickey Gail threatens to kill UFC fighter CM Punk in UFC ring. This is the reason UFC should be banned from TV it's disgusting just look at the pictures on his profile. Fox sports channel. Fighters like Mickey Gail need help and counseling UFC has disgusting venus and should be banned. Parents who let their children watch it should not and it's not fit for TV. Should be an online payperview only. UFC is as I said disgusting just like at his twitter.

<https://twitter.com/mickeygall>

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**Ticket: # 1286031 - Unauthorized charge**

**Date:** 10/25/2016 1:19:47 PM

**City/State/Zip:** Weirsdale, Florida 32195

**Company Complaining About:** Dish Network

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### **Description**

On July 15,2016, my account was charged \$59.99 for a ufc200 Hde3, a special Fight broadcast . There are only 2 people living in this home, my husband and myself. Neither one of us like fights and would never authorize this charge. We had no visitors on that date, either. However, our remote control was not operating properly and was subsequently replaced. I called Dish Network to report that this programming was not ordered and requested that the charge be removed from my bill. A history of my account will show that we have never in all the years that we have been subscribers, ordered this type of program. Ashlyn #R6W the customer service rep I spoke with absolutely refused to remove the charge from my account .

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**Ticket: # 1292848 - Unauthorized charges --- recurring issue**

**Date:** 10/29/2016 10:07:24 AM

**City/State/Zip:** Williamstown, New Jersey 08094

**Company Complaining About:** Comcast

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## **Description**

Almost every month I have been charged for a pay per view event that I did not order. I constantly ask them to block this but the orders keep coming through. I think my box may be somehow linked to someone else's account. This is happening with UFC events, wrestle mania, movies etc. I am tired of calling every month and begging to have this fixed. We are both 70 years old and the only two people living in this house. I have spent hours trying to get this resolved with countless phone calls.



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**Ticket: # 1293308 - UFC Commercial**

**Date:** 10/29/2016 7:53:48 PM

**City/State/Zip:** South Elgin, Illinois 60177

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**Description**

Watching Cubs World Series pregame show at 6:30pm on a Saturday and a disgusting commercial for a UFC show comes on. My son (or anyone for that matter) has no need to see bloody men punch and kick each other for entertainment. If UFC wants to display a just place and time, that's fine, otherwise these images should not be on the screen until after children are asleep.

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**Ticket: # 1296845 - violence in advertising**

**Date:** 11/1/2016 2:38:33 PM

**City/State/Zip:** Woodside, California 94062

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## **Description**

I am writing in regard to a disturbing advertisement I saw on Fox (San Francisco Bay Area channel 2) on Sunday October 30, 2016 at about 1230 PM during a Seattle Seahawks vs New Orleans Saints football game. The advertisement was for an upcoming UFC (Ultimate Fighting Championship) Fight Night competition to be held on Nov. 5 and broadcast of FS1. Shown in the ad were several slow motion brutal knockouts of opponents. A man slammed his fist into the face of his opponent, resulting in the opponent falling to the ground. Fans were seen cheering. How can you allow such wanton acts of violence on the public airways? As you recall, you fined Janet Jackson \$550,000 for a wardrobe disfunction at the 2004 Super Bowl. Why haven't you fined the UFC for their inappropriate advertising? I urge you to stop the UFC from showing such disturbing acts of violence on the public airways.

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**Ticket: # 1300584 - Comcast invalid charge**

**Date:** 11/3/2016 2:21:42 PM

**City/State/Zip:** St Johns, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

On 10/8 I was watching TV when a pop up box came up reminding me of a UFC fight was about to start. I never ordered a Ufc fight so I immediately called Comcast customer support and spoke to a rep who told me he confirmed I did not order anything and that I will not be charged anything for it. I even told him to make a note on my account in case I had to call back and dispute the charge. He said he would however I noticed today that it was charged to my account for \$59.99 for Ufc 204 and when I called to have them remove it, per what I was told on 10/8 would not be a problem, they said they cannot do that because they said they can see I watched the entire fight (which is not true) and that since they credited me in the past for an invalid charge they cannot do it again. I told them that I spoke to a rep who said they would leave details notes about my conversation from 10/8 but they said unfortunately they can see I called on 10/08 but there were no notes left and that even though the call was recorded they would not go back and listen to it and there is nothing they can do.

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**Ticket: # 1367043 - bad reception and blacked out**

**Date:** 12/26/2016 8:15:02 AM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

3 times this week during nfl games that channel would start to have poor reception and would completely black out for a substantial part of the game. I told my friend who has direct tv and he did not have any type of problem. Every time I am watching sunday or monday night football it happens. I had it happen many times during a UFC fight also. There is very little that I watch besides these sports and so I dont appreciate these issues. This week alone it has happened 3 times. Complaining is like talking to a wall! If I get through on the phone after a substantial amount a time, I can ask for a discount for that month but I am tired of calling and talking to someone who can not do nothing to actually fix these issues, so I have to go the next step. I dont want any discount or deal, I wanted repaired and to stop occuring. I am tired of it happening and I am done calling. I am going to complain to whoever will listen and will repair the problem. I am patient but this continues to happen and is getting worse. This the prime of the NFL season and I dont want to see thie during the super bowl like it happened during the last super bowl. I dont want hear any excuses from comcast

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**Ticket: # 1367047 - bad reception and blacked out**

**Date:** 12/26/2016 8:22:54 AM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

I had poor reception followed by complete blackout for substantial amount of times during the primetime NFL games this week. Last night, during the xmas game. During last sunday and monday night games. it has also happens during the ufc fights. i am tired of calling, being stuck on hold and have no change in service. these problems go as far back as the last super bowl. I want this to stop. I am sick of calling with no action. ght a

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**Ticket: # 1367163 - bad reception and blacked out**

**Date:** 12/26/2016 1:16:12 PM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

3 times this week during nfl games that channel would start to have poor reception and would completely black out for a substantial part of the game. I told my friend who has direct tv and he did not have any type of problem. Every time I am watching sunday or monday night football it happens. I had it happen many times during a UFC fight also. There is very little that I watch besides these sports and so I dont appreciate these issues. This week alone it has happened 3 times. Complaining is like talking to a wall! If I get through on the phone after a substantial amount a time, I can ask for a discount for that month but I am tired of calling and talking to someone who can not do nothing to actually fix these issues, so I have to go the next step. I dont want any discount or deal, I wanted repaired and to stop occuring. I am tired of it happening and I am done calling. I am going to complain to whoever will listen and will repair the problem. I am patient but this continues to happen and is getting worse. This the prime of the NFL season and I dont want to see thie during the super bowl like it happened during the last super bowl. I dont want hear any excuses from comcast

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**Ticket: # 1436376 - dispute of purchase of Ronda Rousey fight**

**Date:** 2/4/2017 6:11:55 PM

**City/State/Zip:** Manvel, Texas 77578

**Company Complaining About:** Directv

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## **Description**

I have been a customer of Direct TV for over 10 years. In those 10 years, I have always paid my bill on time and in full. My January bill was unusually high and Direct TV said that I ordered the Ronda Rousey fight. First, I don't watch UFC. Second, I don't watch boxing. Last, I'm not going to pay money to watch two women fight. I called to see what could be done based on my loyalty to Direct TV for the last 10 years. First, I had to deal with someone who clearly had just learned the English language in the last few years. Three times the conversation went like this:

Me - "Since you can't help me, can you put your supervisor on the phone."

Direct TV - "You ordered it from your remote."

This conversation repeated three times.

I then asked to speak to someone who spoke English as their first language. The employee got mad and transferred me to a dummy line that I stayed on hold for 20 minutes and no one ever answered.

Is this how Direct TV treats a 10 year customer? In 10 years, I have paid over \$17,000 for Direct TV service and they want to argue with me about \$60? This is no way to treat a loyal customer.

I'm asking that the \$60 be credited back to my account.

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**Ticket: # 1454184 - Overbilling-Fraudulent Billing practices**

**Date:** 2/14/2017 12:08:52 PM

**City/State/Zip:** Doral, Florida 33172

**Company Complaining About:** Comcast

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**Description**

Comcast/Xfinity overbilled for a Tech Visit for \$50 that was supposed to be free because I signed a paper that said there was no charge, then they double billed for a UFC fight for \$59.99. I called for a credit and the agent said that I would receive a credit on my next bill. The current bill has come and no credit was issued. I called comcast and they verified that a credit was not noted and no credit was given. THIS IS CONSUMER FRAUD AT THE HIGHEST CORPORATE LEVEL!!!!!!



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**Ticket:** # 1500453 - Loud commercial

**Date:** 3/12/2017 12:14:25 AM

**City/State/Zip:** Des Moines, Iowa 50310

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**Description**

On fox sports 1 on March 11 during the ufc fights there is a byvee commercial and Cadillac commercial thanks significantly louder than the broadcast volume.

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**Ticket: # 1509765 - DirecTV Now**

**Date:** 3/17/2017 2:57:14 AM

**City/State/Zip:** Milwaukee, Wisconsin 53220

**Company Complaining About:** AT&T

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## **Description**

I believe I have been duped by false advertising. Everything I found regarding their website said I would be able to view regional sports for the \$35/month package DirecTV Now streaming service. Within an hour after paying and seeing I couldn't find FS Wisconsin (which is what plays the Milwaukee Bucks in my region) I contacted customer support after seeing FS1 was only playing UFC. They said the first time they can't be held responsible for what is broadcast, or the content itself, and that it is up to the provider. I was very displeased with this and decided to try again a few hours later. The customer support agent said it was a mistake on their end because my billing address hadn't been updated, that he would fix it, and I should login after a few hours. I tried again the next day to no avail. No regional sports. I contacted their chat again, and the agent said I should be getting FS North, not FS Wisconsin. I told them neither channel was showing and they said they would have to send the issue to technical support and I should contact them the next day. Today when I contacted them via chat, the agent said "Actually, you can't view regional sports on the \$35/month package and have to choose the \$50/month package" and then provided me with a link. Following this link had a zip code look up which showed me NO regional sports were available in my area no matter what package! I tried to get a full refund and cancel multiple times and was met with absolute resistance. This type of practice and customer support is reprehensible. I would like a refund and to cancel.

---

**Ticket: # 1554774 - Charged for a program on demand that wasn't working and comcast refuses to give me refund**

**Date:** 4/8/2017 1:08:05 AM

**City/State/Zip:** Pembroke Pines, Florida 33029

**Company Complaining About:** Comcast

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## **Description**

I purchased a program on demand on 12/30, UFC 207, however when I tried to watch it I would get an error message on the screen saying "We're having some trouble" and error code XRE-03062. I called support and they tried to fix the issue to no resort. They offered me three months free of ShowTime channel for the inconvenience and I asked for a refund, which the support agent said he would do but it was never applied to my account.

I ended up buying the same program from YouTube, for less than what I paid Comcast. I've called and reached out to their support multiple times in the past months since the charge and they always say they are going to look into it and that I should get the refund soon. Today I contacted them again with the number of the previous ticket and the agent said the ticket was closed because there was "nothing supporting that I wasn't able to watch the show". They have the recordings for my call, obviously they are not willing to take the time to go and listen to them.

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**Ticket: # 1568402 - Ultimate Fighting Championship**

**Date:** 4/15/2017 9:22:08 PM

**City/State/Zip:** Columbus, Ohio 43068

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## **Description**

Why do we as a society think it is okay to broadcast people beating the crap out of each other over the public air space? WTTE-DT channel 28-1 in columbus (FOX) currently has "fight night" on at 9pm on a Saturday (15Apr2017). Yeah, I can change the channel, and I will. But is making this more accessible to the public a good idea? We can't broadcast pornography but we can broadcast one man punching another in the face with his bare hands and elbows until said face is bleeding so badly that the fight has to be stopped? What is wrong with us? What will be the impact on our youth? Why is this entertaining? Incidentally, your webpage should not disable the submit button. You should use an API that provides validation. That way users will get messages that tell them which field has an invalid entry and why. I had the channel input as 28-1 and didn't know that I couldn't have a hyphen there. It took me awhile to figure out why I could not submit. Oh so you do have validation - I tried 28.1 and now it says it must be between 28 and 29. How awkward. The channels should be Strings and have regex validation. Now time format is invalid. Auto-correct it?

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**Ticket: # 1578409 - Re: Request updated: Ordered and paid for UFC 196 and did not receive it, stopped half way thru**

**Date:** 4/20/2017 8:29:18 PM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #850005 "Ordered and paid for UFC 19..."

Amended complaint:

I contacted Comcast again on 3/7 at approx. 5pm CT.

The rep. I spoke to provided no help. I explained the issue 2 times.

I asked to speak to her manager 3 times, she ignored my request

each time. Finally after I threatened to file a complaint, she put me on hold for 5 mins.

A manager finally joined the call. He had no background on the issue.

I reexplained my frustration and issues with this. He said he would refund the charge.

A company that requires 3 phone calls on 3 different days to correct an issue and bill caused by them is

a joke and apparent practice not to refund charges when they admit it was their error.

(b) (6)

From: "FCC" <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Monday, March 7, 2016 11:10:11 AM

Subject: Request updated: Ordered and paid for UFC 196 and did not receive it, stopped half way thru

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**Ticket: # 1581531 - Bud light commercial**

**Date:** 4/23/2017 12:57:08 AM

**City/State/Zip:** Visalia, California 93277

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## **Description**

The bud light .commercial is playing gang motivated song from the movie COLORS. This movie and song was a look into the death and murder of people who were in gangs or not and ongoing drug and street gang issues in many cities. Since and before that movie came out .people have trying to get the youth and people to not indulge in theses things like gangs drugs murder etc. But now its being used to lure people into buy there product with out a care .they are using a gang and street theme to the commercial. There stances and body language give off this message and with the song it is sending a negative message. People in gangs aand people who live by a street code here there whole life to change there life and being in gangs is wrong .But now its ok for it to be glorified on Tv like its normal .I grew up during the time of Colors and how gangs got even worst in the 80s. I feel like this is wrong and not fair to me and others who had to live through this time as a youth without a childhood because we had to grow up fast because the gangs activity was growing and sucking all the kids in it .

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**Ticket: # 1683580 - Failed to provide service that were paid for in advance**

**Date:** 6/4/2017 8:04:03 PM

**City/State/Zip:** Sylmar, California 91342

**Company Complaining About:** Directv

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### **Description**

I paid \$59.95 to Directv cinema to watch UFC 212 on pay per view rental period 24 hours and 0 minutes as advertise. When I went to watch the pay per view within the rental time period I was not able to watch it due to it being block by Directv. I contact directv talk to their tech support tried many things to get it to come on the TV screen but nothing worked they made some excuse for themselves telling me that I don't have the right kind of direct TV box as to why I can't watch it and they were not going to refund me my money, when I bought the rental pay per view it did not tell me that I had the wrong kind of direct TV box and would not be able to watch the pay per view but took my money anyway. I would like a full refund of my money \$59.95.

---

**Ticket: # 1792273 - Need help with ATNT Account**

**Date:** 7/20/2017 6:28:06 PM

**City/State/Zip:** Santa Clarita, California 91350

**Company Complaining About:** AT&T

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## **Description**

FCC please help! I have contacted ATNT several times about this problem, but either get hung up on or sent back to their queue for someone else to help, yet I end up spending another 30 mins on the phone with zero resolution.

I recently received a bill from ATNT with two charges I do not recognize or agree with. Please see copy of bill attached below. One of the charges recently added was an NFL package for \$46.99, when I inquired ATNT stated they automatically add these features to their customers and that it was up to the customer to call and cancel, mind you their hold times to speak to a representative are at least 15 mins long, it seems they do this on purpose so that people give up, hang up and end up having to pay these charges.

They also added a UFC fight charge to my bill for \$59.95, I did not order this. I am 63 years old and live with my husband, neither one of us have any interest in this type of entertainment. I tried explaining this to the agent on the phone, but he refused to listen to me - and eventually hung up on me. I do not know what else to do. Please help me get in touch with someone who can take ownership of this issue, I have called over 5 times with no resolution. This has cause me to lose sleep, I'm on a tight income and it is stressing me out. I called ATNT and they just don't care to make this better. Please help!



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**Ticket: # 1878961 - Comcast Customer Service**

**Date:** 8/24/2017 9:31:17 PM

**City/State/Zip:** Charlottesville, Virginia 22901

**Company Complaining About:** Comcast

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**Description**

- 1.Charged me twice for internet and cable when I asked for cable only.
- 2.Sent me a cable box instead of an Internet Router
- 3.Charged me for mailing an internet router to me when I had to physically pick it up from the store.
4. after ensuring me that cable was just as cheap as internet only, and charging me as such, they sent me a broken cable box where only half the channels worked.
5. They charged me 3 TIMES for a UFC program that I never received because of the broken cable box they gave me.
- 6.I followed up the following day to make sure that there would be no charges and they assured me there wouldn't be.
- 7.After coming for service the technician didn't have the correct box and gave me an old one with no advanced controls I had previously.
8. I then followed up about my bill that was three times what it normally is and they put me on hold for an hour and then told me that my request was too large of a charge for her to handle and it would have to be transferred to an advanced customer rep. She said they would email or call in the next few days and they never did.

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**Ticket: # 1907808 - UFC TV Complaint****Date:** 9/6/2017 9:37:16 PM**City/State/Zip:** Sun Prairie, Wisconsin 53590**Company Complaining About:** Ufc Tv

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**Description**

I purchased the Mayweather/McGregor fight on 8/26/17 from UFC TV. I paid \$105.00 for it. It worked for a short time for the fights before the main event. I then got errors , with reference numbers and statements that no network connection was available. It never came back on. I was online chatting with a representative and he stated I could request a refund. The only contact info for them, is via a e-mail. I have sent six e-mails now and have only gotten a response that says they received it and someone will contact me soon. This happened on 8/26/17 and it's now 9/6/2017. 11 days and no response. I simply want a refund because I did not get to watch what I purchased. I had several friends and family over and it was a major disappointment for us all to miss it. If you could assist I would greatly appreciate it. Thanks for your time.

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## **Ticket: # 1930284 - Dish Network Service and Incorrect Charges for Services not received**

**Date:** 9/18/2017 7:43:16 PM

**City/State/Zip:** North Las Vegas, Nevada 89032

**Company Complaining About:** Dish Network

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### **Description**

In late April 2017 my husband and I decided to change our cable service from Directv to Dish and signed up for a 2-year service contract. Everything was fine for the first month and then sometime in June I contacted Dish regarding charges for a UFC fight and various movies that were on our bill in the amount of \$113.92. The service representative kept insisting that we ordered those movies and UFC fight, I repeated to her over and over again that neither my husband nor I watched any of that programming and that it had to be an error on their part. My husband and I live only with our 7-yr old daughter who only watches cartoons on her phone or when she is with us. After arguing over and over with them they insisted that we watched this programming when we in fact didn't. 2 of the movies are duplicate charges and yet they still insisted that we ordered it. On top of these erroneous charges that they refuse to credit to our account we have contacted them numerous times with errors on their side when they set up receivers for us incorrectly and we were unable to view our programming. They corrected it after a week of no programming in one of our bedrooms with no compensation or credit for the time we weren't able to view any programming. We have also called them on numerous occasions because we lose service daily. It is the most frustrating thing to be watching a show and all of a sudden we get an error on the screen to unplug the hopper and allow up to 5 minutes for the service to come back. They have no answers on why this constantly happens. We called again on Friday, September 15th because we lost all service from about 6:30pm. We were told that a technician would be dispatched on Sunday, September 17th. We had already planned to watch the Canelo v GGG fight on Saturday and were unable to do so because a tech couldn't come out until Sunday. We are just shy of 6 months into our 2-yr contract with Dish and are extremely disappointed with the service and the customer support. Representatives insist we ordered movies and a UFC fight and have no proof to show us that we did it. They in fact entered our incorrect joey numbers so in our opinion this could definately be an error in billing. They refuse to credit us for services we did not request or use and instead tell us that they do not know why we keep losing our signal. The loss of signal happens almost daily or at least every other day and no one can tell us why. When we had Directv this never happened. We would like to get our account credited in the amount of \$113.92 for services not received and also credited for the days that we had no service and had to wait for a technician. If they do not want to credit we would request to get out of our contract so that we are able to request another service provider and not have to deal with the constant loss of signal that we get from Dish. Please help us, we understand we have a contract but the company should also note that our service is terrible and it's inconvenient for us to constantly have to unplug our devices and wait for the service to come back. This is unacceptable considering we are paying almost \$90 monthly just for cable tv. If we are unable to get out of our contract we will honor it and continue but Dish should for customer service credit our account for the amount of \$113.92 which we didn't use. We are not the type of customers that order movies and then don't pay, we would like to be treated respectfully and be believed when we call customer service, instead of being sent from person to person because everyone tell us it's not their department. Please help and don't allow Dish to charge for something that they didn't provide.

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**Ticket:** # 1941195 - Dirty word

**Date:** 9/22/2017 11:29:42 PM

**City/State/Zip:** Columbus, Ohio 43222

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**Description**

I heard a dirty word on fxx Channel on ufc fight night clearly heard mother fuckers

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**Ticket:** # 2028475 - Loud commercial

**Date:** 11/4/2017 10:03:03 PM

**City/State/Zip:** Garden Grove, California 92840

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### **Description**

Encountered a loud commercial several times during the broadcast of UFC fights on FS1 on Nov 4, 2017 at approx. 6:34pm. The commercial is for Verizon, has happened several times, and is about twice as loud as the normal broadcast. It appeared again at 6:45. A good solution to the problem would be to have the commercials broadcast at the same volume or quieter than the normal content.

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**Ticket: # 2080506 - Set TV Now**

**Date:** 12/1/2017 12:50:11 AM

**City/State/Zip:** Saginaw, Michigan 48603

**Company Complaining About:** Set Tv

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## **Description**

Streaming IPTV . This company is claiming they are a legitimate enterprise that has been around for 20 years. For \$20 a month you can stream over 500 channels including HBO, cinemax, showtime, PAY PER VIEW live boxing and ufc matches. NHL center ice, MLB network every game.. tons of channels. I have the chat transcript that states they are 100% legit and i could reach out to HBO, Cinemax, FCC etc... and they would all say they are legal services. They are based out of Florida. I will be cutting the cable soon and looking for a legit service to replace my cable. Can you please verify legitimacy? <https://www.setvnow.com>. If you need the chat transcript showing they are legit i can provide that as well.

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**Ticket: # 2080783 - Overcharge**

**Date:** 12/1/2017 10:57:59 AM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** AT&T

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## **Description**

In July I ordered a UFC fight. I was billed for the event in regular definition and in high definition. Then in September I ordered a boxing event and I was billed in both regular definition and in high definition. I spoke to customer service at ATT three times and was assured each time that my bill would be corrected. Then in November my service was suspended because my bill was unpaid. It was unpaid because at the time my account was not credited for the double charges and I was being over billed by \$160. When ATT turned my service off I immediately paid the bills with the bogus double charges because I had no choice. Finally, on December 1, 2017, ATT gave me back my money (one month later) but now they are attempting to steal \$35 from me for a reinstatement charge that they forced me into. I have never had my service disconnected in 4 years.

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**Ticket: # 2097332 - Frontier Communications**

**Date:** 12/11/2017 3:44:46 AM

**City/State/Zip:** Happy Valley, Oregon 97086

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier communications double charged me for a pay per view event (UFC). After months of trying to get it resolved and being told that it was getting handled on their end on numerous occasions I cancelled the service. When I called to cancel the representative also told me that she could see where I was double charged and that my balance would be minus the overcharged amount which I payed over the phone. I thought that Frontier finally figured out their mistake because I never heard from them again. Recently my wife and I have been looking for a new house and I come to find that my credit score has taken a huge hit. It is from Frontier for the overcharged amount! No letter from them stating I owed any money and when I called their customer service I was told they wouldn't help me and I should be expecting something from a collection agency. I then tried to contact them via their chat feature and was told they were looking in to it and waited for over an hour with no response. Frontier needs to not only fix their billing mistake and customer service inadequacy but also fix what they've done to my good credit.



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**Ticket: # 2100258 - Unauthorized charges**

**Date:** 12/12/2017 10:37:18 AM

**City/State/Zip:** Liberty, Texas 77575

**Company Complaining About:** Directv

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## **Description**

DirecTV bill me \$60 for watching a UFC sporting event dated November 14, 2017. I noticed The fee charged to my bill on December 12, 2017. I called DirecTV spoke with the representative she look at the account and said that it was ordered via the remote control, I advise nobody in this household would look at something like that and we did not order. She stated that it could not be reversed and that the fees are legitimate . This is bogus we did not order the television show and my wife and I are the only two that live in this household I advised her that I am disputing this it will take it to the FTC

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**Ticket: # 2120202 - Billing Issues with Optimum**

**Date:** 12/18/2017 9:18:57 PM

**City/State/Zip:** Union City, New Jersey 07087

**Company Complaining About:** Optimum

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## **Description**

On December 2nd I called Optimum to order the Miguel Cotto however, customer service added the wrong fight. They added a UFC fight - I immediately called Optimum and Customer Service informed my call would need to be pulled to listen to the call by a supervisor. They also stated a Supervisor would give me a call in regards to this matter. 10 calls later I have not received a call from a supervisor, I am being charged for a paper-view fight I never ordered and everytime I call no one can give me a straight answer. I will not pay for a paper-view fight I never ordered and need it removed off my bill.

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**Ticket: # 2153550 - Internet Streaming TV Fraud**

**Date:** 1/8/2018 5:37:48 PM

**City/State/Zip:** Milton, Delaware 19968

**Company Complaining About:** Royalty Premium Tv

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**Description**

I believe that James Bradley's post, in our local Facebook Group of 3,544 members, selling "Royalty TV Television 4 Less - A streaming TV service that offers 3500 channels from the USA, Canada, UK & various other countries including Premium Movie Channels HBO, SHOWTIME, STARZ, CINEMAX, sports NFL Sunday Ticket, MLB, NHL, NBA, NFL Red zone, ESPN, UFC Network & PPV plus over 7000 on-demand movies & Tv shows. For more info call: royaltypremiumiptv@gmail.com 302-272-2000" is a fraudulent post meant to rob consumers. I've included screen captures of the post, and URLs to our group as well as his FB profile.

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## **Ticket: # 2281605 - Unresolved Xfinity Issues**

**Date:** 3/5/2018 4:53:23 PM

**City/State/Zip:** Evans, Georgia 30809

**Company Complaining About:** Comcast

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### **Description**

Main issue is my current bill (March 3, 2018) from Xfinity has a PayPerView charge (\$64.99 plus PPV Franchise Fee of \$6.50 = \$71.49 TOTAL) for entertainment I never authorized or saw (UFC 221 fight on Feb 11, 2018).

I immediately called Xfinity and asked to have the charges removed. After an agonizing hour on the phone, the representative finally offered a \$25 credit. I told her it was not sufficient (or correct) and that I was going to call Xfinity the next day to either cancel or modify my service. Before calling the next day I checked my on-line account and there was a \$25 credit.

I then spoke with another representative asking again for the credit for the erroneous PPV charges and was told he would file a "disputed charge" form (#045670796 I was told) and I would hear from a "credit resolution specialist within 24 hours.

An hour or so later I received an email saying I would receive a \$25 credit in my NEXT statement. I assumed this was an additional \$25 since they had already issued one on my current statement. But when I checked my on-line statement, the previous \$25 credit had now disappeared!

Again, all I wanted was for the incorrect PPV charges to be removed. I seriously doubt I'll get a call from them.

Other issues:

1) I've had Xfinity "Triple Play" service in my current apartment since June 2015. I was promised a \$150 prepaid debit card when I signed up for the service package (internet, phone and TV). Never happened, despite repeated calls and assurances it was "being processed" or "on the way".

Ultimately I just gave up.

2) I was incorrectly charged \$3.99 for a movie I never ordered or watched (something called The Babadook - a cartoon I think) in October 2017. I just found this as I was combing through past bills for errors this morning.

3) My so-called monthly "Bundled Services" charge increased from \$99.99 to \$104.99 in March and I was told I was losing a \$5.00 "self-service discount" because I hadn't signed up for an auto-bill payment method that would have allowed them to bill my bank account directly. I never was told about this as a pre-condition for the package price I had received last year. This is the last thing any sane person would do BTW.

I always pay on time; I've been an Xfinity or Comcast customer in Georgia continuously since 2002 (4 different residences over the period); but treated poorly the past year few years. Obviously I'm exploring other options, but that will tie some time.

But not matter what I end up doing with Xfinity (stay, leave, modify package) I want the credit for charges and broken promises enumerated above. I've just had it with these people.

Their customer service policy seems to be deny, delay, pass you around from rep to rep, and ultimately do nothing and hope you'll go away.

Thank you for your assistance.

(b) (6) [REDACTED]

[REDACTED]

[REDACTED]

5).

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**Ticket: # 2290141 - ATT U-Uverse Pay per View problem**

**Date:** 3/8/2018 4:39:31 PM

**City/State/Zip:** Tomball, Texas 77377

**Company Complaining About:** AT&T

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**Description**

On my December 2017 bill, I was charged \$60 for a Pay-Per-View UFC217 fight (replay) on 11/07/17 that I did not watch. I spoke to an operator on 12/5 who said the charges would be credited on my next bill. She also help me setup the parent controls, just in case one of my children accidentally chose it.

On 12/13, after seeing it had not been credited to my account, I spoke to another operator, Jem?, who said they had no record that I had been promised reimbursement, but they would file it for me and it would be credited on the next month's bill.

On 1/2/2018, I spoke with a supervisor named Kay who said the charge had been deemed valid and they had no record of having told me it would be credited. She said she could give me a \$20 discretionary credit to make up for the problem. I was furious, but said ok to the \$20 and hung up. An hour or so later I called back and said I was filing a complaint with the FCC. Now Anna (operator #JS067Y), opened case # K06324998 to attempt to retrieve the other \$40.

On 2/20, my latest bill still showed no credit and AT&T had not contacted me, so I called again. Phillip (AV182S) said the case had been denied, but no one had bothered to inform me of this. He was very helpful and was able to give me a credit of \$20.56, which did finally show on my account. I am very aggravated:

1. to have been charged for this show (that you couldnt pay me \$60 to watch)
2. to be told it would be credited, but now they can't find record of that - isn't that why the tape the calls?
3. no one contacted me to inform me the case had been denied.

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**Ticket: # 2351003 - Over billing**

**Date:** 4/4/2018 11:18:01 AM

**City/State/Zip:** Sterling Heights, Michigan 48310

**Company Complaining About:** Comcast

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**Description**

They are claiming I called in and ordered a PPV UFC show which I never did. ( [REDACTED]

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**Ticket: # 2356588 - Fraudulent charge**

**Date:** 4/5/2018 9:34:07 PM

**City/State/Zip:** Watertown, Massachusetts 02472

**Company Complaining About:** Comcast

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## **Description**

There is a fraudulent charge on my Comcast account. It is showing up as "Ufc218 Hollway HD". It says the charge was authorized at 12/28 12:00 A.M. for \$59.99. There is absolutely no way we would authorize this and we do not watch violent sports. There must have been a technical issue either software or hardware. I spoke to a Comcast representative and they told me there is nothing they can do about it. I want this charge to be removed because it is only fair.



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**Ticket: # 2360720 - Directv Breach of Contract****Date:** 4/7/2018 11:15:35 PM**City/State/Zip:** Broomfield, Colorado 80020**Company Complaining About:** Directv

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**Description**

I have been a Directv customer for a couple months and it is truly the worst company I have ever done business with and I regret every day I decided to use their services. For starters, I signed up for the service under the guarantee that I was not locked into a service contract. I was told that I could cancel my service at any time free of charge and that my rate was also locked in for life. Both of those ended up not being true. Not only do I have to pay a hefty penalty for canceling my services within 2 years, but my rate will also increase after the first 12 months of services. I specifically addressed both of these with the salesman while signing up for the services. I guess its my fault for not reading every word of the 30 page contract.

Aside from the salesman lying to me repeatedly, I have also had problems with my service. The first problem is that I cannot watch On Demand tv (which is a portion of the services that I am paying for as part of my service contract). I have called DirecTV numerous times and have had 3 different technicians come to my house and tell me different things. The last conclusion that I got was that it was a software glitch and there is nothing that can be done. I have replaced the receiver and even reprogrammed it several times. I find it strange that I know a lot of people who have DirecTV, but none of them seem to have the "common software issue". When I last spoke to the customer service people, I asked if I could be released from the contract that I didn't know I was a part of because a portion of the services that I was paying for were not being provided. I was told I had to pay 20% of the remaining contract amount (24 months of monthly fees). I communicated that because I was not being provided a service that I was paying for, DirecTV was in breach of our agreement. They said no and that was it.

My next issue came after ordering a PPV (UFC 223). My girlfriend ordered the PPV from the home receiver and I attempted to watch it from my computer seeing is that I'm out of town. When trying to watch it, DirecTV was trying to bill me a second PPV fee which is not in the service agreement. As advertised, I should be able to watch my programming from any of my devises. This is not the case at all. When I talked to the customer service center, I was told that the server was unable to accommodate my request. Basically, if I wanted to watch the fight on my computer I would have to pay for it again.

To summarize, DirecTV is a pure example of large companies taking advantage of individuals. Their customer service is terrible, they advertise services that they do not provide, and they lock you into contracts that they promise you wont be part of. I would like to be excused from my contract with DirecTV and paid a refund for the charges I have incurred.

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**Ticket: # 2361343 - WWE Wrestlemania**

**Date:** 4/9/2018 12:48:01 AM

**City/State/Zip:** Paoli, Indiana 47454

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**Description**

Violence above and beyond reasoning. This is not Family Entertainment as promoted. A guy beat beyond reason even in FAKE wrestling. Left blood covered in the ring. If WWE is going to have UFC Fighting with UFC Fighters then WWE must be labeled as UFC. No Child should ever experience this at a young age. Enough is enough.

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**Ticket: # 2426929 - Misleading and Fraudulent billing for TV services****Date:** 5/4/2018 1:58:36 PM**City/State/Zip:** Cumming, Georgia 30041**Company Complaining About:** Directv

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**Description**

I have been a DirecTV customer for more than 10 years, but ever since AT&T purchased DTV I have had to audit my bill every month and call to have various line items corrected based on overcharging for services or PPV not ordered. In April 2018 we ordered a PPV movie which did not appear, so we re-ordered the same night and I called DirecTV to ensure I would not be double charged. DTV indicated this was a known software issue and assured me they would note the account and make sure I was not double charged. However, in checking my bill online today I see two charges for the same movie on the same night (see attached) - there is no reason we would order the same movie twice on the same night since they are good for 3 days! After catching this error I began auditing my other bills and noticed I was charged for a UFC event in March that I did not order. I do order most UFCs, but this particular event was terrible and had been ruined by injuries to fighters before the card, so I made a very deliberate decision not to order. However I was still charged \$65. Finally, I've also noticed that under AT&T ownership when we watch free on demand kids programs at home the system will queue up the next episode to watch, similar to Netflix. However, with DTV, after several episodes play automatically the system automatically shifts to auto-playing PAY-PER-VIEW episodes, which means that if you walk away from the TV or don't pay attention you will be charged for episodes without even confirming consent in the system. I believe they are extremely shady business practices which prey on busy consumers and count on our inability to fully understand billing practices which they intentionally make confusing.

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**Ticket: # 2536322 - Violent TV Commercial**

**Date:** 6/1/2018 11:44:57 AM

**City/State/Zip:** Memphis, Tennessee 38115

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**Description**

Tennessee Office of Criminal Justice Programs is running a very violent television commercial on every channel. The last time I saw it was at 10:20am Central Time on FS2 channel, but it is running on EVERY CHANNEL. It shows a man brutally attacking a woman and yelling, "Shut up! Shut up!" I want this commercial taken off the air. It is loud, violent and traumatic to young people and offensive to me!

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**Ticket: # 2566976 - Commercial Volume Loud Compared to Show**

**Date:** 6/14/2018 9:29:12 AM

**City/State/Zip:** North Chesterfield, Virginia 23237

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**Description**

I set volume to low for a show in the morning so I can use it as background noise. As soon as commercial comes in the volume comes in very loud compared to the show itself.

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**Ticket: # 2659591 - LOUD F\*\*\*ING COMMERCIALS ON EVERYTHING!**

**Date:** 7/24/2018 8:34:29 PM

**City/State/Zip:** Warwick, Rhode Island 02888

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**Description**

LOUD F\*\*\*ING COMMERCIALS ON EVERYTHING I WATCH! jesus christ can someone stop this \$hit?!

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**Ticket: # 2828140 - Pay Per View**

**Date:** 10/8/2018 5:03:33 PM

**City/State/Zip:** Vienna, West Virginia 26105

**Company Complaining About:** Sudden Link

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## **Description**

On Saturday 10/06/18 I ordered a pay per view UFC fight from Sudden Link. When I tried to watch the fight all I saw was a message saying I had paid for the fight. I called the toll free number and tried to contact tech support. The automated system said I had to call back during weekdays. I tried to use the "Add or Upgrade Services" option because my experience has been a human operator will answer. Again, the automated message said to call during weekdays. I called on Monday 10/08/18 and explained that I had been charged \$64.99 for a show I did not get to watch. I was placed on hold for fifteen minutes. When the representative came back on the line I was told I had to call within 24 hours. I asked to talk to a supervisor. When the supervisor came on the line she said the same thing. I explained that I had called and what menu options I had used. She insisted that they were staffed 24 hours a day and I would not receive a refund. I explained, heatedly, that it was not my fault that the Sudden Link menu system was nearly impossible to wade through. The pay per view phone option is for ordering only. There are no instructions or FAQs available either online or through the TIVO help. I want my refund. The automated phone system is very difficult at the best of times and needs to be addressed.

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**Ticket: # 2833329 - Not receiving pay per view and not having it taken off my bill**

**Date:** 10/10/2018 1:15:59 PM

**City/State/Zip:** Carteret, New Jersey 07008

**Company Complaining About:** Pavlov Media

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### **Description**

I ordered the UFC fight through a 3rd party carrier, PAVLOV MEDIA, for Dish network and they advise that I had the fight but when it came time for the fight to come on we never received it. I was on the phone with them for two hours and they never fixed it and they said they contacted dish and dish said PAVLOV never contacted them and I am still being charged for this fight I have never seen . This has happened on more than one occasion.



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**Ticket: # 2953352 - Unable to access my paid subscription to UFC TV - Flight Pass**

**Date:** 12/1/2018 2:27:50 AM

**City/State/Zip:** Chula Vista, California 91913

**Company Complaining About:** Ufc Tv

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## **Description**

I have a paid subscription to UFC TV - Fight Pass that I access through the UFC app on my Fire TV. However I am unable to login to my paid subscription because the app erroneously gives the error "Your account is currently being used on another device. Please sign in again." Unfortunately there is nothing I can do since I am not signed into another device and attempting to sign on again is futile because the same error repeats itself. Unfortunately UFC TV has horrid support and I have to wait a minimum of 24 hours for a response. Meanwhile, I have no access to my paid subscription. This is wrong and I've contacted them numerous times about this same problem and they refuse to fix it. I want a full refund from these UFC thieves.

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**Ticket: # 2998029 - Erroneous charge by Xfinity/Comcast**

**Date:** 12/21/2018 10:53:23 PM

**City/State/Zip:** Ball Ground, Georgia 30107-3599

**Company Complaining About:** Comcast

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## **Description**

On Dec. 11, 2018, I received my hard copy bill from Xfinity. I immediately noticed I had a "One-time charge" of \$64.99 for an "On demand" rental described as HD Ufc 229 made on October 6 at 8PM.

I immediately called the Customer Service number to report we (my wife and I) - the only residents in our home, had never made such a rental. I spoke with Lisa who said she would pass it on to a supervisor and to check back in a week. I called on Dec. 19, 2018 and spoke with John who also would not tell me that I would be credited for the error. He promised a call back from a supervisor when I demanded to speak with one. I got a call from Maria who said I was responsible for the charge. I asked for her supervisor whom she said would call the following day but did not receive that call until today 12/21/18. That individual said the rental was made from my remote and so I'm responsible for the charge. I told her I would be reporting this to the FCC.

These folks would not listen to reason. Neither my wife or I made this rental. This is a completely bogus charge and I want this issue resolved. Please advise.

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**Ticket: # 3058952 - Roku app does not work as claimed**

**Date:** 2/16/2019 10:55:41 AM

**City/State/Zip:** Waukesha, Wisconsin 53188

**Company Complaining About:** Spectrum

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## **Description**

When we went with Spectrum, they told us that we could hook up other tv's using a ROKU and downloading their app. The app does not work. It constantly goes blurry during viewing. The Roku works fine with other services such as netflix and UFC fight pass. They have admitted that there is a problem. They could provide me with a cable box to fix it at \$10/month. The roku was a one time fee and I bought two based on their advice.

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**Ticket: # 3374611 - ESPN+**

**Date:** 7/7/2019 2:19:34 PM

**City/State/Zip:** Discovery Bay, California 94505

**Company Complaining About:** Espn +

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### **Description**

I went order the UFC fight like normal to find that Comcast is no longer allowed to sell the PPV event and could only be purchased through ESPN+ they charged me a subscription fee along with the cost of the event. I was told that I had control over when I could watch that was not true it could only be watched live so I missed the first hour then the service was constantly failing and would stop working. When I called to ask about this they said sorry nothing we can do. I feel like they were there to take my money for a faulty service and I was lied to about having control on when I can watch. I want a full refund

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**Ticket: # 3404696 - Multiple problems with TV and internet service****Date:** 7/19/2019 3:32:48 PM**City/State/Zip:** Rowland Heights, California 91748**Company Complaining About:** Frontier Communications

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**Description**

Hello, I have been a customer of Frontier for 10 years. I've had multiple issues with my service for the last 5 years. Over those 5 years I have had about 20 technicians come to my home to try and resolve the issues. I have recorded all issues with my camera and played the videos for the technicians when they arrive at my home so they know exactly what the issues are and that there is no misunderstanding or miscommunication. Most of the technicians are aware of these issues and the technicians that have Frontier service tell me (b) (6) I have the same issues with my Frontier service and it's a software issue and Frontier does not have a date of when it will be fixed. So I called customer service to ask for a substantial monthly discount and the best they can do is offer me \$45 off of my monthly bill but there is a catch. If I want that discount then I have to agree to a one year commitment. How can they do that when they're in breach of the contract by not providing the quality TV and internet that I was promised? Technology will always have issues but this has been 5 years and Frontier has had more than enough time and opportunity to correct this issue. I pay \$300 a month for FrontierTV, internet and phone and then I rent a few movies or a UFC fight then I'm well over \$400 a month. I refused the \$45 a month discount because my family and myself feel it's not near enough of a discount for the extremely flawed service we are receiving. As far as repairs go I have had the fiber optic line respliced, the outside box replaced twice, all 5 cable boxes have been replaced 5-6 times, modem replaced 5-6 times as well and still not resolved. FrontierTV has 2 ways to solve my problems. Either give me a new customer pricing plan indefinitely until my system is running correctly. If FrontierTV does not want to agree to give me that discount then I'm demanding that my service be fixed immediately. Thank you